United Nations ST/IC/2004/43

Secretariat

14 September 2004

Information circular*

To: Members of the staff at Headquarters

From: The Assistant Secretary-General for Human Resources Management

Subject: **Language and communications programme at Headquarters — 2004/2005**

1. Language courses in Arabic, Chinese, English, French, Russian, and Spanish are organized in order to promote linguistic balance and multilingualism within the Secretariat and to improve the language capabilities of its staff as mandated by the General Assembly in its resolutions 2480 B (XXIII), 43/224 D and 50/11. The purpose of these courses is to provide staff members with the opportunity to learn the official languages of the Organization and to use them in their work. To further enhance the ability of staff members to perform their jobs with greater competence and to develop their linguistic skills for professional development, special courses that concentrate on a specific skill, such as drafting or giving presentations, are offered.

2. The purpose of the present circular is to advise staff members of the registration dates and schedules for the United Nations language and communications programme at Headquarters.

I. Fall 2004 and 2005 course calendar

3. The fall 2004 and 2005 course calendar is as follows:

(a) *September 2004 term*

Language classes:	13 September-3 December
End-of-term examinations:	6-10 December

(b) *January 2005 term*

Language classes:	3 January-25 March
End-of-term examinations:	28 March-1 April

* Expiration date of the present information circular: 31 December 2005.

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(c) *April 2005 term*

Language classes:	18 April-8 July
End-of-term examinations	11-15 July

(d) *September 2005 term*

Language classes:	12 September-2 December
End-of-term examinations:	5-9 December

II. Registration

4. The registration schedule for language and communications courses is as follows:

(a) *Registration for September 2004 term*

30 August-3 September 2004

(b) *Registration for January 2005 term*

1-12 November 2004

(c) *Registration for April 2005 term*

21 February-4 March 2005

(d) *Registration for September 2005 term*

6-17 June 2005
29 August-2 September 2005

(e) *Registration for the January 2006 term*

31 October-11 November 2005

Registration procedure

5. New participants may register for a language course during the registration period in room S-606, between 1 and 3 p.m. Those who have some prior knowledge of the language they wish to study must make an appointment for a placement test when they register.

6. Once registered, participants will be given an opportunity in class, before the end-of-term examination, to renew their registration for regular courses in subsequent terms. Participants are advised that, if they fail to register at that time, they may be dropped from the programme unless they have submitted a written explanation of their special circumstances to the appropriate language coordinator.

7. All participants, whether new or continuing, who wish to participate in special courses, such as the advanced reading workshops and the pronunciation workshops, must register in room S-606. In the case of special courses, if a specific course is oversubscribed priority will be given to staff members and applicants who have not taken the course before.

8. Returning participants who have been absent from a course of study for two terms or more will be required to take a placement test in order to re-enrol in the programme.

Language of study

9. Prospective participants are advised to exercise particular care in choosing the language in which they wish to take either a regular or an accelerated course, for they may register for only one such course each term and may not interrupt a course of study in one language in order to begin studying another without the prior authorization of the Officer-in-Charge of the language and communications programme. Students in the programme must write to the Officer-in-Charge to request such a change.

Notification of enrolment

10. Staff members and other participants whose registration is current or who have registered during the established registration period should check the class lists, which will be posted on the sixth floor of the Secretariat building, in the SA-B classroom area, and on the second floor of the DC2 building during the week before the beginning of each term.

Cancellation of registration

11. Participants who believe that they will be unable to complete the course in which they are enrolled and wish to withdraw must do so by completing the change-of-registration form in room S-606 between 1 and 3 p.m. within the first two weeks of the term. If those students wish to re-register for the same course in a subsequent term, they must come in person to room S-606 during the announced registration period. Paying participants who cancel their registration after this two-week period will be considered participants for the term and will be charged the full fee for each course in which they have registered (i.e., no tuition fees are refunded after the second week of classes). Furthermore, they will be treated as repeaters when they register for the same course in a subsequent term.

12. For paying students, the fee for each regular and accelerated course is **$350** per term. Two-hour per week conversation and special courses are **$200** per term and one-hour per week special courses are **$100** per term.

III. Language courses

13. Three types of language courses are offered each term: regular, accelerated and special. In addition, the language and communications programme designs and conducts special job-related language courses to meet specific language needs at the request of departments.

Regular courses

14. Regular courses meet for one-hour periods, three or four times a week, depending on the level. Regular courses offered in the evenings meet twice a week for 1½ hours. Classes are offered at the following times:

Before work:	8.30 a.m.
Lunch hour:	12 noon, 1 p.m. and 2 p.m.
After work:	5.45 p.m. (6.15 p.m. during the General Assembly session)

15. Not all levels of a given language are offered at each of these times. Draft schedules, posted in room S-606, should be consulted at the time of registration. Every effort will be made to place registrants according to the time preferences they indicate; however, because the number of places in lunch-hour courses is limited, there is no guarantee that registrants will be given the time they have chosen.

Accelerated courses

16. Accelerated courses are offered as an intensive alternative to the regular programme. Classes meet five days a week from 8.30 to 9.30 a.m.

IV. Special communications skills

17. To address the needs of the Organization for staff members to develop their communication skills for work-related purposes, courses have been developed as indicated in the report of the Secretary-General on the implementation of the strategy for the management of the Organization's human resources and other human resources management issues (A/C.5/51/1).

18. The writing training component of communication skills addresses the need to improve the drafting skills of staff members whose functions require them to draft in a working language of the Organization. Writing workshops, which include courses in drafting letters and memoranda (English and French) and report writing, may meet from 3 to 5 p.m., or from 5.45-7.45 p.m. (6.15-8.15 p.m. during the General Assembly) one day a week. In addition, presentation skills courses (English and French) are offered to develop the ability of staff members to speak more effectively before groups. Special language workshops that allow participants to focus on and improve their abilities in specific skill areas are offered on a rotating basis. At the time of registration, participants may check which workshops are available in the language they wish to study.

19. For a description of these courses, staff are requested to consult the Staff Development Programme site of the Office of Human Resources Management on the United Nations Intranet (http://Intranet/OHRM/Training/2La0.htm), under the heading "Staff Services", or the Staff Development Programme booklet.

V. Additional information

Lunch-hour attendance of language courses

20. Supervisors are requested to permit staff members attending classes during their lunch hour 20 minutes for a quick meal before resuming their work.

Absenteeism

21. Participants are advised that those who fail to attend class during the first week of the term will automatically be dropped from the class list, and their places may be allotted to persons on the waiting list unless they have informed the language coordinator in writing. Absences from class during the term should be explained in writing to the appropriate language coordinator.

Course materials

22. Participants will be informed on the first day of class of the materials that will be used during the course. Textbooks assigned for specific language courses may be available for purchase under special arrangements with vendors or in the United Nations bookshop, located in room GA-032A. Language Coordinators will advise students about how to obtain course materials.

End-of-term examinations

23. Examination schedules are posted during the last month of classes. Participants are advised that examinations are an integral and mandatory part of the language programme. Participants who do not sit for the end-of-term examination will be dropped from the programme unless they have submitted an adequate written explanation to the appropriate coordinator in advance of their absence.

24. Examinations are given after the last week of classes for regular and accelerated courses to determine whether a participant will pass to a higher level or repeat the course. The examinations consist of written and oral components, both of which participants must pass to be able to go on to the next level. Participants who fail a course may arrange to have a general discussion of the results of their examination by making an appointment with the appropriate language coordinator one week after the beginning of a term.

25. Participants who are prevented by compelling circumstances from taking the examination as scheduled and who wish to request a make-up examination must write a memorandum to the coordinator of the language they are studying.

26. Participants who choose to repeat a level irrespective of their grade on the final examination should so inform their teacher at the end of the course period in order that they be re-enrolled at the same level. A repeater's fee will be charged.

Language proficiency examination

27. The United Nations language proficiency examination is the official test of a staff member's knowledge of a language and may be taken both by participants who have completed the last level of a language course and by staff members who have achieved proficiency from outside sources. The language proficiency examination will be given on 11 and 12 January 2005 and 17 and 18 May 2005. The application to take this examination must be made separately. Further details are provided in the information circular on the year 2005 language proficiency examinations. There are no make-up examinations for the language proficiency examination.

VI. Enquiries

28. The information desk in the Secretariat building located in room S-606 is open from 1 to 3 p.m. on weekdays for enquiries.

29. The following is a list of telephone numbers to call for information:

Caroline Vaughan Officer-in-Charge of the language and communications programme:	963-7027
Cynthia Cunanan Staff Development Assistant, language and communications programme:	963-8881
Luis Alba Information desk:	963-7056
Bassam Salem Training Assistant:	963-2482
Maud Dinand and Velimir Kovacevic Language proficiency examinations:	963-9503/9508

Pedagogical enquiries and appointments with language coordinators and head teachers:

Samia Montasser, Arabic Coordinator:	963-9506
Yong Ho, Chinese Head Teacher:	963-2481
Carlos Islam, English Coordinator:	963-2985
Françoise Donini, French Coordinator:	963-7019/1125
Alla Padalka, Russian Head Teacher:	963-7063
Javier Zanon, Spanish Coordinator:	963-7026
Teachers' room (1B-24): Teachers' room (DC2-0203):	963-5155 963-2480
Fax machine number for the language and communications programme office, room S-606:	963-6016

Office hours of language coordinators are posted outside room S-606.